

QUALITY POLICY

Rev. 23 – 16/09/2025

Técnicas y Servicios de Ingeniería y Control del Norte SL (hereinafter, TESICNOR) is a company with its headquarters in Noáin, Navarra (Spain), dedicated to the **Development of Engineering projects, Supply of Safety Material, Teaching of OSH courses, Development of Industrial Safety projects, Installation and preventive and corrective maintenance, Occupational Safety, Document Management (BAC), Development, sale, implementation and maintenance of Computer Applications and Natural Disaster Risk Reduction.** TESICNOR has implemented a Quality Management System in all its processes, based on compliance with the requirements of the UNE-EN ISO 9001:2015 Standard.

Likewise, with regard to **training activities**, and specifically regarding the teaching of the different courses certified under the **Global Wind standard Organization (GWO)** standard:

In **Noáin** :

-  Basic Safety Training Standard (BST: WAH, FA, MH, FAW and SS) and its recycling, Basic Safety Training Refresher Standard (BSTR).
-  Advanced Rescue Training (CART, ART-H, ART-N, SART-H and SART-N) and its recycling Advanced Rescue Training Refresher Standard (ARTR).
-  Lift Training Standard (SLU and SLIR).
-  Basic Safety Training Standard, On Site modality.

In **Alcalá de Henares**:

-  Basic Safety Training Standard (WAH, FA, MH and FAW) and its recycling Basic Safety Training Refresher Standard (BSTR).

In **San Agustín del Guadalix** (Iberdrola campus):

-  Basic Safety Training Standard (WAH, FA and MH) and its recycling Basic Safety Training Refresher Standard (BSTR).

In **Granada**:

-  Basic Safety Training Standard (WAH, FA, MH and FAW) and its recycling Basic Safety Training Refresher Standard (BSTR).

In **Villalba**:

-  Basic Safety Training Standard (WAH, FA, MH and FAW) and its recycling Basic Safety Training Refresher Standard (BSTR)

In **Ricobayo** (Iberdrola campus):

- Basic Safety Training Standard (WAH, FA and MH) and its recycling Basic Safety Training Refresher Standard (BSTR).

TESICNOR has a Quality Management System based on the requirements stipulated by the aforementioned standard.

TESICNOR Management is committed to providing the necessary resources to comply with these and other applicable requirements, as well as those defined by clients and the applicable legal and regulatory requirements, and wishes to express, through this document, its conviction and commitment that:

- Quality is a key factor in the **survival and growth of a company** and must be embraced responsibly by all its members, starting with management.
- At TESICNOR, the quality of service delivery will always be subject to **improvement** through critical analysis of the execution of works and services.
- With the collaboration of all TESICNOR members, and using this document as a reference, the **Quality Objectives** set by the organization will be achieved.

In this way TESICNOR assumes as main milestones:

- Provide services and products that meet the **highest market demands and expectations**, both in terms of meeting deadlines and the intrinsic quality of our projects and services.
- Continue to increase the **satisfaction of our customers**.
- Maintain a **proactive system**, supported by knowledge and planning in such a way as to ensure the success of projects and services.
- Analyze errors** to identify their causes and establish corrective measures to prevent their recurrence as a means of continuous improvement.
- Implement and maintain an effective and capable quality system that meets the requirements of the international standard UNE-EN-ISO 9001:2015, aimed at **minimizing risks and maximizing opportunities** for the company.
- Implement changes and maintain GWO training standards (BST, ART, and LTS).

The company's management is aware that the ultimate responsibility and leadership in achieving the proposed quality level is its own, and in this regard, it provides and will provide all the necessary human, technical and economic resources to achieve it and will promote the principles that identify TESICNOR:

- Work: Staff willingness to competently meet customer demands.
- Respect: Towards TESICNOR as an organization and towards all its members.
- Innovation: Active participation of TESICNOR staff in introducing new ideas aimed at increasing

customer and staff satisfaction.

This policy is considered the basis for establishing and reviewing the company's quality objectives.



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